



Missouri Job Center—Sedalia Shows Appreciation

It could be said that job seekers that use services offered by the Missouri Job Centers are “smart cookies.”

Staff at the Sedalia Job Center recently demonstrated their gratitude to those smart cookies by coming up with creative ways to celebrate Customer Appreciation Week in October.

Drawing motivation from the phenomenal job seekers they serve and leadership from Preferred Workforce Partnerships and DWD, the Job Center team celebrated with prizes, snacks, and customer feedback on days tabbed Monday Munchies, Tuesday Treats, Winner Wednesday, Thank You Thursday and Feedback Friday. In addition to tangible, in-person demonstrations of gratitude, staff members also reached out to customers who were not physically in the center through phone calls and updates to their Facebook page.

“We serve wonderful customers in our job center,” Job Center team member Jeanna Caldwell said. “Collectively, the entire staff contributed to developing this appreciation event. As we were finalizing our plans, we were surprised as two job seekers came into the center to express their gratitude to our staff. That humbling experience really got us fired up to show each customer how much they mean to us.”

According to Jo Ann Lane, Functional Leader at the Sedalia Job Center, staff continues to search for ways to show appreciation to customers beyond the week’s activities.

“The foundation of a customer’s experience at the Sedalia Job Center comes through relationship development,” Lane said. “Prior to assessing their skills and developing goals, the staff in Sedalia makes an effort to engage the job seeker through personal attention and encouragement. Some job seekers are defeated and bitter, despite this reality, every customer has potential and a future.”

The team has learned that igniting hope is the most rewarding aspect of workforce development. Customer service week was just another way to instill hope in Missouri’s job seekers but also served as a learning experience as well.

One Job Center staffer said the week gave her an opportunity to really listen to what customers were saying.

“It’s amazing to hear some of the situations that many job seekers have dealt with,” Lula Marshall said. “It is my belief that the more you know about the people you serve, the better quality service you can offer them. This week alone, three different job seekers shared with me how they love the hands-on treatment they were being provided.”

Marshall said many job seekers are intimidated by a computer. To calm those fears she said staff have taken the extra step to actually spend time with job seekers rather than just sitting them at a computer and then leaving them to fend for themselves.

“We have such a great opportunity to serve our community in more ways than one,” Marshall said. “Each day we never know what to expect. It gives me great pleasure to see customers walk through our door each day. They are the reason why we are still here. It is important to listen to our customers.”

“The staff has really gone above and beyond,” said Suzanne Richards, executive director, Workforce Development Board.

“These folks are amazing people!”

For additional information about Missouri Division of Workforce Development services, contact a Missouri Job Center near you. Locations and additional information are available at jobs.mo.gov or 1-888-728-JOBS (5627).

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